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# state of michigan telephone directory

## INTRODUCTION

The Department of Information Technology (DIT), Office of Telecommunications and Network Management (T&NM), is responsible for the management and administration of the telecommunication services for the State of Michigan. This telephone directory is published by the T&NM Telecommunications Division for use by state agencies and their employees.

### STATE OF MICHIGAN TELEPHONE NETWORK (MINET)

MINET is the State of Michigan's intercity telephone network. The state network routes callers to locations in Michigan, the United States, and the world via a network using the lowest cost route. MINET dialing instructions can be found on page v in this directory.

### PERSONAL LONG DISTANCE CALLS ON MINET

The use of state telecommunications facilities are governed by the Administrative Guide to State Government, Procedures 1210.13 and 1310.16. The guidelines for the use of telephone facilities are summarized in the Department of Management and Budget, Administrative Services Advisory Memorandum 97-2.

Personal long distance calls on MINET constitute avoidance of state and federal taxes. Further, personal calls, when charged to the state, are clearly contrary to the proper use of these facilities. Personal calls must be charged to the caller's residence telephone, personal credit card, special telephone billing number, or made from a pay station.

Audits will be made of telephone statements. Individuals making personal calls from state facilities will be subject to applicable legal and/or administrative sanctions.

### DIRECTORY LISTINGS

Telephone numbers in the alphabetical personnel listings section of this directory are routinely maintained by the State of Michigan information operators. These listings must be updated by use of **Form DIT-0918. *Whenever situations occur such as telephone numbers being exchanged between staff, name changes, transfers, new hires or retirements, it is critical that agency or site coordinators are notified.*** Agency and site telephone coordinators are the authorized individuals who can process this form to ensure your listings are maintained in a timely and accurate fashion. For callers both within and outside State government, advice on obtaining current telephone numbers for state employees from state information operators can be found on page vi in this directory.

Personnel listings in this directory were published from information supplied from the State Information Operator databases and verified by state agencies during the Fall of 2007. Also included herein are organizational listings for the Executive Agencies, Michigan Legislature, Judiciary, public colleges, universities, community colleges and employee organizations. The information in this directory is only as current as the information provided by the agencies.

### **TROUBLE REPORTING – DIT PROVIDED SYSTEMS**

DIT System phone problems must be reported to your agency telephone coordinator or **designated site representative** for resolution.

Agency and Site Coordinators may reach the Telecommunications and Network Management “Help” Center in Detroit at 6-4357 and in Lansing at 5-4357.

Please verify that phones are plugged in properly and all features, such as “Call Forwarding” and “Send All Calls,” are deactivated before reporting trouble.

### **TROUBLE REPORTING – CENTREX/OTHER NETWORK LOCATIONS**

Remember, when reporting telephone line or equipment problems, give:

1. Your name, telephone number, location, department, and section.
2. A description of the trouble encountered, including the location and telephone number of the station where the trouble was experienced.
3. The time of day that the trouble was encountered.

Report all trouble to the vendor who installed or supports the local office telephone system. In some instances, the vendor may be DIT, Telecommunications and Network Management. If the vendor’s name or telephone number is not known, please call your department telephone coordinator.

# state telephone system

Dialing procedures will vary slightly from system to system. These variations are indicated below:

To Call From Your Phone	To Lansing 373, 322, 335, 241 & 636	To Lansing 334	To Detroit 456	To Detroit 456	To Saginaw 758	To Grand Rapids 356	To Jackson 780	To Kalamazoo 337	To Other State Network Locations	To Local Public Telephone Network	Long Distance Numbers
Lansing 373, 322, 636, 335 & 241	Last 5 Digits	Last 5 Digits	Last 5 Digits	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 7 Digit Number	"9" + 11 Digit Number
Lansing 334	"7" + Last 5 Digits	Last 5 Digits	"7" + Last 5 Digits	"7" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 7 Digit Number	"9" + 11 Digit Number
Detroit 456	Last 5 Digits	Last 5 Digits	Last 5 Digits	"9" + 7 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	<sup>1</sup> "9" + 7 Digit Number	"9" + 11 Digit Number
Detroit CTX 256	"7" + Last 5 Digits	"7" + Last 5 Digits	"7" + Last 5 Digits	"9" + 7 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	<sup>1</sup> "9" + 7 Digit Number	"9" + 11 Digit Number
Detroit 456	"9" + 11 Digit Digits	"9" + 11 Digit Digits	"9" + 7 Digit Number	"9" + Last 5 Digits	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	<sup>1</sup> "9" + 7 Digit Number	"9" + 11 Digit Number
Saginaw Office Bldg. 758	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	Last 5 Digits	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 7 Digit Number	"9" + 11 Digit Number
Grand Rapids 356	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	Last 5 Digits	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 7 Digit Number	"9" + 11 Digit Number
Jackson 780	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 110 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	<sup>3</sup> Last 4 Digits	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 7 Digit Number	"9" + 11 Digit Number
Kalamazoo 337	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	"9" + 11 Digit Number	Last 5 Digits	"9" + 11 Digit Number	"9" + 7 Digit Number	"9" + 11 Digit Number

<sup>1</sup> "9" + 7 digit number could be a zone call in the Detroit area. Zone call is rated on a per minute basis. "9" + 11 digit number could be a local number in the Detroit area for callers who are located near the 313/810 NPA boundary.

<sup>2</sup> Jackson Office Building must dial "9" + 7 digits to get to the Department of Corrections

## MINET TELEPHONE NUMBER BLOCKS

### DIT Provided Systems

### Telephone Number Blocks

Detroit Cadillac Place .....	(313) 456-0000 to 4999
.....	(313) 456-6600 to 6699
Lansing Capital/Grand Tower .....	(517) 241-0000 to 9999
.....	(517) 335-0000 to 9999
	Excluded 335-1155
Lansing Capital/Grand Tower/HSJ Switches .....	(517) 373-0000 to 6099, 6200 to 9999
Lansing Secondary Complex .....	(517) 322-1000 to 1999, 5000 to 6999
.....	(517) 636-0000 to 9999
	(517) 322-3430 to 3479, 3913-3972, 4933-4972, 8500-8599, 8601-8700, and 8735-8784
	Excluded 322-1262, 1609, 1689, 1690, 1837, 1911, 1988, 1989, 6743-6745, 6749-6753, 6757, 6759-6763, 6789
Lansing Centrex .....	(517) 334-6000 to 8999, 9300 to 9949
Saginaw State Office Building.....	(989) 758-1000 to 1999
	(area code changed from 517 to 989, effective 4/1/01) Excluded 578-1771, and 1812
Grand Rapids State Office Building.....	(616) 356-0000 to 0999

### Other State Network Locations

East Lansing, State Police .....	(517) 332-2521
	(517) 333-2700 to 2759, 5000 to 5051, 7760 to 7799
	(517) 336-2000 to 2053, 2600 to 2699, 3422 to 3441, 3978 to 3997, 6100 to 6699
East Lansing, Agriculture .....	(517) 337-5040 to 5117
Jackson Centrex .....	(517) 780-5000 to 7032, 7034 to 7199, 7400 to 7699, 7800 to 7937
	(517) 782-2647
	(517) 789-7000
Kalamazoo Centrex.....	(616) 337-3000 to 4099, and 4900 to 5299
Lansing, S. Logan Square MDOT.....	(517) 394-8600 to 8699
Lansing, Military Affairs/USPFO .....	(517) 483-5500 to 5999
Northville Regional Psychiatric Hospital .....	(248) 349-1800

## MINET DIALING PREFIXES

State employees should use MINET to the extent possible to minimize calling costs. Calls from one MINET location to another provide the lowest cost per call.

247-	East Lansing	Agriculture
332-, 333-, 336-	East Lansing	State Police
349-	Northville	Community Health, Regional Psychiatric Hospital
367-	St. Helen	Natural Resources
394-	Lansing South Logan Square	Department of Transportation
483-	Lansing	Military Affairs
337-	Kalamazoo Centrex	
760-	Flint Centrex	
780-	Jackson Centrex	

Please report any dialing inconsistency to your agency coordinator for changes to be included in the next state directory update.

## CONFERENCE CALLING

There are three general conference calling categories that are handled in different ways.

1. To make a three (3) way conference, use the conference feature on your phone system. This may vary from system to system, so refer to training material, or ask your vendor.
2. You can connect up to 6 parties from a DIT provided digital telephone with multiple line appearances. The instructions are located at [www.michigan.gov/ditservice](http://www.michigan.gov/ditservice). Click on Telecommunications, audio/video conferencing, audio conferencing.
3. For all other conference calls, use the State's contracted services. You will need to contact your agency telephone coordinator or your authorized agency contact to set up an audio conferencing account. You can find this information at [www.michigan.gov/ditservice](http://www.michigan.gov/ditservice). Click on Telecommunications, audio/video conferencing, audio conferencing, agency telephone coordinator or authorized agency contact.

## STATE INFORMATION OPERATOR ASSISTANCE

To reach State Information Operators from DIT Provided Systems:

ALL DIT Provided Switches.....Dial 0  
DIT Provided Lansing and Detroit Centrexes.....Dial 7+31837

To reach State Information Operators from other State locations or for the Public:

From Detroit .....Dial (313) 456-1837  
From Lansing.....Dial (517) 373-1837  
From Saginaw .....Dial (517) 758-1837  
From all other cities.....Dial (517) 373-1837

## OUTSIDE OPERATOR ASSISTANCE\*

To reach SBC Local Operator from All DIT Provided Systems (see page v).....Dial 9+0

To reach SBC/Sprint Long Distance Operator .....Dial 9+00

\* Outside Operator Assisted Calls may be completed if the call is billed via: (1) Calling Card, (2) Collect Call and (3) Third Number Billing.

## CREDIT CARD CALLS

Credit/Calling card calls may be completed, without Operator Assistance, by dialing the caller's long distance company 800 number for access. For example, to make a call using an MCI calling card, dial 9+1+800+674-7000 and wait for the prompt for further instruction.

Using an SBC, GTE, or a Sprint calling card, callers may complete a call by dialing 9+0+ten digit number. (Sprint Long Distance Operators will accept Local Exchange Carriers calling cards for completing an Inter-LATA call.)

All other Calling Card users should contact their Long Distance Company for method(s) of call access.

# voice mail tips

Some voice mail users have found shortcuts to move through their messages. For example, they know they can bypass prompts or speed up messages when they are in a hurry. They also know they can use the “#” key to skip through messages to find a particular one they want to hear first.

Some of these shortcuts may produce undesired effects. For example, users may think that they are not getting messages on time. The following hints and tips will help users ensure that their messages are always fresh and timely.

- \* Main Menu      To exit the system, always use the “\*” key. If you have any unheard messages in your mailbox, the system will play the “check new messages” prompt just before it disconnects. You won’t hear this prompt if you just hang up.
- \* 0 During Review      During review, press “\*” (to return to the Main Menu) and “0” to find out exactly how many new and archived messages you have remaining in your mailbox.
- 5 Main Menu      Press “5” in the Main Menu to allow you to restart your session. If you have new or skipped messages in your mailbox, you will hear “check new messages.” Enter your mailbox number and password to begin the session again.
- During Review      Press “5” during message review to hear envelope information to let you know the name of the sender, the date and time the message was sent, and the length of the message.  
  
Be aware that the envelope of a networked message tells the time and date the message was recorded, not the time it was networked.
- # During Review      Pressing “#” once during message review allows you to skip to the next message.
- After Review      If you press “#” after listening to a message, that message is considered skipped for that reviewing session. Skipped messages remain in the message queue as new but unheard messages.
- ## During Review      Pressing “#” twice allows you to skip to archived messages.
- 6 After Review      Press “6” after listening to a message to send a copy of that message to some one else. Be sure to record a short introduction so the recipient will know that you have forwarded the message. Otherwise, for example he or she might wonder why the message was obviously recorded two days before, but the envelope says it was delivered only minutes ago.
- 0 Main Menu      Press “0” once in the Main Menu to learn how many new messages are in your mailbox.  
  
Any Other Time Press “0” once at any other time to hear a help prompt repeated or additional help prompts.
- 00 Any Time      Press “0” twice at any time to reach a support person within your office.
- 1 During Review      Allows you to back-up in the current message by 10 seconds, repeat that 10 second portion and continue playback. Pressing “1-1” will back-up to the beginning of the current message, repeat the entire portion of the message, and continue playback.
- 3 During Review      Allows you to forward in the current message by 10 seconds (skip 10 seconds). Pressing “3-3” allows you to get to the end of your message so that you can store or erase your message. This is especially useful when attempting to delete long messages which have dial tone recorded at the end.
- 9 During Review      Increase message Volume
- 8 During Review      Return message volume to normal level.

# voice mail networking

“Networking” allows State employee voice mail users to exchange voice mail messages with other State voice mail network locations (from one State voice mail system to another State voice mail system).

How to send a “Network” message

1. Access your mailbox
2. Press “2” on the main menu to “Send a Message”
3. Record your message
4. When finished recording, press “#”
5. Enter network address, 7 digits (see below)
6. You will hear the name of the network location and mailbox number for confirmation.
7. Press “#” to send message. The message created will be delivered to the indicated mailbox on the “network” voice mail system.

Network Location	Network Address	Network Location	Network Address
Lansing Centrex Locations	334-XXXX	Jackson Centrex Locations	780-XXXX
Lansing Downtown Locations	335-XXXX	Kalamazoo Centrex Locations	337-XXXX
	373-XXXX	North Logan Complex	335-8XXX
	241-XXXX		335-9XXX
Detroit Cadillac Place	456-XXXX	Saginaw State Office Building	758-XXXX
Flint Centrex Locations	760-XXXX	Secondary Complex	322-XXXX
Grand Rapids State Office Building	356-XXXX	State Police Locations	
House, Senate & Judicial Locations	99 + 5 Digits	Headquarters and Collins Road	336-XXXX